

installationId

5

284th BSB - Giessen

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

All Car Wash facilities need upgraded to Laser wash or non-scratch brushes.

installationId

5

284th BSB - Giessen

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I like the ski/snowboard trips to other countries/distant parts of Germany because I usually want to get there early in the morning and I don't want to drive all night to get there.

installationId

5

284th BSB - Giessen

Patron Group

Active Duty

Hear About MWR

i hardly hear a thing

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

i use the store equipmeny

Bowl Least Prefer

i use the store equipment

Child Care Prog

ACS Concerns

Overall Comment

installationId 5 284th BSB - Giessen

Patron Group Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer do not buy bowling equip[

Bowl Least Prefer do not buy bowling equip

Child Care Prog

ACS Concerns

Overall Comment

installationId

5

284th BSB - Giessen

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

the events that you put out, soldiers are not really interested in.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I am disappointed with the lack of MWR advertising. Especially in Europe with AFN, MWR events should be all over TV and radio. I listen to AFN radio just about all day at work and rarely hear about upcoming MWR events. I would like to see an e-mail service that sends out mass mailings about upcoming events not just from my community but all around Germany. I think MWR offers a lot of great events and services but most soldiers don't have the time to pull information from MWR on what they have planned.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Overall the level of support for the size of the installation I am currently assigned to is acceptable. The problem areas are the following:
 1. AAFES gas station- The employees are wonderful!!! The management is totally unacceptable and when their attitude is approached they become argumentative. They are not customer friendly, and slow to assist it's employees when they need assistance serving customers. Recommendation-REPLACE Management
 2. PX, banking, auto craft shop, post office, food court- hours are not conducive to Soldiers. The nearest 24 hr shoppette (1 1/2 hrs). these facilities are open daily when Soldiers are at work, they then close shortly after normal duty hours, and Soldiers have difficulty getting away from duty to take care of personnel business.

These are concerns of mine within the community and also come from having Soldiers and hearing their issues. I believe the community and command is doing an acceptable job supporting Soldiers through MWR. However Finance and PSB could learn milestones from all of you, especially with customer service!!!!

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I am stationed at Friedberg, Germany. For me to enjoy most MWR services, I have to save and I have to travel. It is very expensive to live in Germany and the MWR facilities to enjoy over here are too costly to enjoy. MWR sponsored trips are not planned very well, and outdoor rec must not exist in the communit areas around here. Alaska is set up with top notch MWR facilities for their soldiers far from home, and affordable! You would think with Germany being father away so soldiers can't afford to fly home, MWR would have better facilities centered around the old installations, or maybe even provide more affordable packages so soldiers could travel to the "top notch" facility we can't afford in Edeilweiss.

installationId

5

284th BSB - Giessen

Patron Group

Active Duty

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

None at this time.

installationId

5

284th BSB - Giessen

Patron Group

Active Duty

Hear About MWR

mandatory FRG meetings

Music

country

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

many of these questions are really not oriented to this area. For instance Germany is so diverse and to participate in many of the programs that we do have requires travel and money. Germany is very Expensive. Our MWR facilities such as Golf and camping are not located in the Giessen area. We have one small movie theater on post which only plays on Tuesday, Wed., Friday, sat, and Sunday and the movies are not usually very good. The problem here is that we as a Government and society try to cater to a specific audience to get our youth to spend money. Germany is not convenient for families. There are many youth programs on post and summer programs through MWR and Children's Youth Services but when it comes to Commisaries and PX, the prices are sky high. A DVD cost 22.95 here which is absolutely ridiculous for AFEES to be asking that much money for a DVD wkich will be viewed once maybe twice. These same DVDs cost 14.95 to 17.95 at Walmarts or other stores in the states. Even the Shopettes are expensive for instance a Sobe that you buy in the states cost about 85cents to 1.00. Here it is 1.85 I know this is true for when I am in the states, I see it and compare prices. Living in Giessen requires that we shop at the Commasary which is to expensive. In other words. Quality of life stinks here and that is why you have soldiers and families dissatisfied

installationId

5

284th BSB - Giessen

Patron Group

Civilian

Hear About MWR

I proactively seek information directly from MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

I don't buy bowling equipment, but rent the shoes and use the lane's balls.

Bowl Least Prefer

I don't buy bowling equipment, but rent the shoes

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

There is no Directorate of Public Works mentioned under the section "unit".

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Need a pool in the Giessen area

installationId

5

284th BSB - Giessen

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Spanish disco or Latin dancing and/or courses.

installationId	5	284th BSB - Giessen
Patron Group	Civilian	
Hear About MWR	ACS	
Music		
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer		
Bowl Least Prefer		
Child Care Prog		
ACS Concerns	Sponsorship falls apart	
Overall Comment		

It has been quite evident in the past 10 years that the Army continually improves the quality of life through community programs. Trips, classes and events get cancelled too often which cause community members to seek other offerings off post. If more consistency and reliability could be expected regardless of participation, increased numbers of community members would steadily participate.

More marriage retreats, workshops and classes are needed and have been identified through other surveys and class evaluations. Much funding is needed for this to be adequately accomplished.

FRG/FRL and Sponsorship have been a Catch 22 and problematic area that seems to never get resolved. Improvements and accountability would impact overall community satisfaction and retention significantly.

installationId	5	284th BSB - Giessen
Patron Group	Civilian	
Hear About MWR		
Music		
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer	there is no place available in the 284th BSB to buy equipment.	
Bowl Least Prefer		
Child Care Prog		
ACS Concerns		
Overall Comment		

Since i don't use MWR or ACS for many of my families needs or experiencies this survey will look like i am just a "DUD" I can't be objective about something i very rarely use.

installationId

5

284th BSB - Giessen

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

N/A

Bowl Least Prefer

N/A

Child Care Prog

ACS Concerns

Overall Comment

Since I am LN, I do not use these offers often.

Therefore, most of the services do not apply to me, anyway.

installationId

5

284th BSB - Giessen

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Reason because my use of the MWR program is so limited is, because I am a LN and I to know this area for my whole life.
Overall MWR is a great program, not only for people which are new at the installation.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

More outdoor activities in the Giessen area like mountain bike, camping, sky diving, etc.

installationId	5	284th BSB - Giessen
Patron Group	Civilian	
Hear About MWR	don't care	
Music	wouldn't waste my money	
Golf Most Prefer		
Golf Least Prefer		
Bowl Most Prefer		
Bowl Least Prefer		
Child Care Prog		
ACS Concerns	waste of tax payer money	
Overall Comment		

I do not want my life controlled by the Army...in spite of 40 plus years of service. The clubs died years ago when the do gooders took over - - How about stag bars and girlie shows? Not enough critical questions were asked - -Like why does the Edelweiss in Garmisch suck? Price, poor food and too many fat women to look at, etc.

installationId

5

284th BSB - Giessen

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

We really need a USO on this installation. A majority of the questions do not represent this installation. This post does not have much to support the soldiers. There is no commissary, USO, or club for any of these young soldiers to go to. They must pay double the price for food because a commissary is not available. I would say as much as 70% of these soldiers do not have transportation to get to the nearest commissary which is atleast 10 miles away. It is a surprise these soldiers don't get into more trouble than they already do. If you ask me, this installation is the worst, and has been since 1984, when I was assigned here as a young soldier myself!!!!

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Library on post keep me happy. They are pretty good at interlibrary loan. I am quite impressed with Army Europe Library's wide collection of books.

installationId

5

284th BSB - Giessen

Patron Group

Civilian

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

job information/resumix

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think the greatest hinderance to the system is the system itself.
 Anytime you hire employees based on spousal preference or who needs
 a job and how well they are known, or even what rank they held while active duty,
 you end up with self-serving employees that truly
 don't take an active interest in what they do or whome they do it for.
 1,001 ICE complaints can be filed; but until there's a valid interest in the
 community that extends beyond the service member,
 IE the many civilians that support each individual, there will always be a "military
 oriented mindset"

- 1) Why does my child have to come home from CDC for a runny nose in the middle of flu season?
- 2) Why does my babysitter of choice have to be approved by anyone other than me?
- 3) Why does my "education counselor" in Giessen have a Masters degree in anything other than Counseling?
- 4) Why does my grass in a garden plot have to be kept to anyone's standards besides mine when I plant tall grass for a reason?
- 5) Why do I have to show an ID Card to use an MWR facility when I did so to get in the gate?
- 6) How can the government dictate the hours of exercise I need to maintain in a week in order to receive extra time during the duty day to exercise?
- 7) How is it that a GS-5 can manage or lead anything when the requirement for GS-5 doesn't include the same educational requirements many GS-9 positions do?

Take the military out of the human being's MWR and let them decide for themselves how to manage their quality leisure time.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Different places to see on out door trips, It seems the same tours are offered every the only thing changes is only the year. The locations are the same and the new edelweisse in Garmisch is to costly. Off post hotels are much cheaper and most include breakfast. Thank you

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see more programs for the ages of 13-16. I live in Marshall housing there is no youth program there. I understand there is one in Dulles, which i think its always empty due to no kids in that age range attending.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Need more activities for younger children between the ages of 2 and 4. If they already exist I do not know about them. There is nothing for children in this age bracket to do.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I just wanted to express the importance of childcare. This did not address summer programs which I believe to be very important. During deployments, I think adequate childcare availability is a big neccesity, especially for those who do not need childcare on a regular basis. We would normally have our spouses to take care of our children during the evenings, but when they are away, we obviously do not.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

More trips that are in a timeframe that is easier for people with jobs and children going to school.

More programs for parents that have step children that are new to the Army life and for the parents.

More opportunity for counseling on post for children from 3 - 7th grade in this area.

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

no shops available

Bowl Least Prefer

no shops available

Child Care Prog

ACS Concerns

Overall Comment

the theater(keller) needs command support to make this little known-valuable part of our community, known so we can keep this art available to those who want to participate. Command needs to encourage participation, this art is valuable in many aspects of our lives and can be a great teacher. Having extended bus service would help with participation in many activites since our community is widely spaced.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I would like to see girls SoftBall offered for older girls besides just in the High School. I would like to also see co-ed softball for the soldiers and family members.

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

My husband

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

I do not buy bowling equipment.

Bowl Least Prefer

I do not buy bowling equipment.

Child Care Prog

ACS Concerns

Overall Comment

Overall my husband have been pretty disappointed with the activities offered or not offered. Because of this we generally just travel on our own. It seems to be a much better experience that way. One major improvement that needs to be implemented is better staff. They are rude and disrespectful and do not seem to care about the people they are there to give customer service to. We have not had a good experience on any trip that we have taken with MWR, something always goes wrong.

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

husband

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Do not buy

Bowl Least Prefer

do not buy

Child Care Prog

ACS Concerns

Overall Comment

Due to the size of our post I haven't really been offered most of the programs that MWR has. When we were stationed at a bigger station we did however take better advantage of the programs there. When I enter the service it is due to the unequal distribution of these programs that has made my choice of branch (I am going into the Air Force) for me and my family. I can see that MWR does what it can and am grateful for that but it doesn't in the long run help me or my family here.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

Because of the draw down the recreation has limited equipment and awful facilities. I have had to spend my own money when using facilities. Trips are limited...although husbands are deployed 15 months at a time. There are not enough oriented activities available even in which to become active. Money is not being invested in the MWR program in the 284th BSB like it should be. Our activities, recreation centers, equipment, trips offered are of poor quality, but our community is the one that is plagued with long deployments and families are left to make do in a foreign country.

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

i amreally new and don't hear anything from anyone as of yet i am here a month as of may 6th

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

My experience with MWR in this location is that dates, events and location are changed without notifying anyone. Publicity is too late to be of any value. Needs better business practices.

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

Music

REGGAE

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

HULA CLASSES. I AM FROM HAWAII AND LOVE TO DANCE HULA.

installationId	5	284th BSB - Giessen
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	i don't bowl often and rent equipment when i do
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Bowl Least Prefer	i don't bowl often and rent equipment when i do
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Child Care Prog	
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ACS Concerns	
---------------------	--

Overall Comment

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I love arts and crafts and have been very dissappointed with the quality of service, classes offered, facility appearance, and participation at both of the centers that service my community. I even offered to teach classes, but because of poor advertisment and incentives, they were poorly attended. I would like to see this become more of a priority to put quality managers in these facilities who know about retail aspects, how to manage and operate a crafting store, and just generally people who care about these programs.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

In every single MWR / ACS service, there are people that are wonderful, nice, and helpful. However, there are even more that are short, snooty, rude, and offer a genuine attitude of "I don't care about you, you're just bothering me!" For every one good experience, I've had three bad ones. It's frustrations like these that make myself and my spouse unsure on whether or not to stay in the military. If you don't like your job, then quit! Don't take it out on me when I ask for information or help - that's what you get paid for!

The Miller Hall Fitness Center needs more elliptical machines - fast! Treadmills, and bicycles are in excess, and not in nearly as much demand, people only use them until an elliptical machine opens up. I would add 20 machines tomorrow if I was you! They also need a body fat percentage machine (not that expensive - around \$100), and some kind of personal training / planning / advice. You know, assess a persons current condition and goals, give them a plan, and allow them to update it after so much time.

It would help myself and a lot of my friends if the Financial Programs offered more than advice. My spouse joined the Army with a lot of debt from his past. He use to make 60K py, and I use to make 40K py, the pay change has made it hard for us to survive with that past debt. Maybe he shouldn't have joined then, but imagine the recruiting possibilities if the Army could help you get out of that debt faster - something better than commercial debt management groups (like the one we are already in).

We need an outdoor swimming pool! (Not in the German community.) I would love it, and all of my friend's kids would love it! I bet every family would love it!

The Arts & Crafts Center never has what I need! I've been 5 or six times, and never bought anything. Either because they don't have it, or what they have is ugly (we're not in 1970!), or it's horrible quality. They need a huge do-over!

Despite all of the complaints / suggestions, I still want you to know that I appreciate everything you do, and I rather have what I have, than nothing at all.

installationId	5	284th BSB - Giessen
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
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Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	
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ACS Concerns	
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Overall Comment

I THINK THE FOOD/BEVERAGE PRICES AT MWR FACILITIES ARE TOO HIGH, SELECTION IS ALWAYS BASIC (FAST FOOD).
OVERALL, MWR IS A GREAT PROGRAM FOR MILITARY MEMBERS.

installationId

Patron Group

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I think the Outdoor Rec office on post needs to offer more variety. Once you've been here for a full calendar year, you find the same activities repeated over and over again. I think the Keller Theatre on post is WAY TOO expensive for the quality of shows that they offer. I think the people who created this survey should create a survey just for those who live overseas because many of these questions aren't applicable to us and it's wasteful of time. Thanks.

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

colleagues

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

installationId

5

284th BSB - Giessen

Patron Group

Spouse

Hear About MWR

Music

Golf Most Prefer

Golf Least Prefer

Bowl Most Prefer

Bowl Least Prefer

Child Care Prog

ACS Concerns

Overall Comment

I wish MWR could offer trips to the U.K. :)

installationId	5	284th BSB - Giessen
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Patron Group	Spouse
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Hear About MWR	
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Music	
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Golf Most Prefer	
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Golf Least Prefer	
--------------------------	--

Bowl Most Prefer	
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Bowl Least Prefer	
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Child Care Prog	CDC hourly care with extended hours (evenings and weekends)
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ACS Concerns	
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Overall Comment